



## Pharmacy

# Dose Administration Aid (DAA) Service

### Overview

This Factsheet explains what a Dose Administration Aid (DAA) Service is, why you might use it and how to access the DVA DAA Service.

### What is a DAA?

- A Dose Administration Aid, commonly known as a DAA, is a package that arranges medicines according to the day and time they should be taken. It is packed specifically for each patient by their pharmacist.

### What are the benefits of using a DAA?

Using a DAA helps to reduce the chances of making a mistake with your medicine, including over-doses and missed doses.

### What is the DVA DAA Service?

The DVA DAA Service provides DAAs free of charge to eligible veterans. The pharmacist will pack your medicine each week. Your pharmacist and doctor will review your progress throughout the six months of the Service.

### Eligibility

You will be eligible for the DAA Service if you meet each of the following criteria:

- Holder of a Gold, White or Orange Repatriation Card;
- Living in the community and not in a residential care facility, hostel or hospital.
- Assessed by a GP or pharmacist as **likely to benefit** from a DAA Service;
- Eligible for a Home Medicines Review;
- Using medicines that are suited to a DAA; and
- You consent to your health professionals (GP, Pharmacist, Community Nurse) sharing information about your use of the DAA Service and you consent to DVA collecting information arising from your use of this Service.

NOTE: If you hold a Repatriation Pharmaceutical Benefits Card (RBPC) – an Orange Card – it identifies you as being eligible for pharmaceutical benefits for most conditions and entitles you to obtain your prescribed medications at the concessional rate. The Orange Card can only be used for pharmaceuticals and a DAA Service. It cannot be used for any other medical or other health care treatment.

## Dose Administration Aid (DAA) Service, *continued*

### How do I access this service?

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1	<p><b>Speak to your doctor about the DVA DAA Service and ask if you are likely to benefit from using a DAA.</b></p> <p>Your doctor may order a Home Medicines Review. In a Home Medicines Review, your pharmacist will assess all your medicines – prescription, non-prescription and complementary – and identify those that don't work well together. The pharmacist will make a report to your doctor.</p> <p>DVA recommends a Home Medicines Review for every veteran using a DAA but recognises that there are some areas where this may not be possible before starting the Service.</p>
2	<p><b>If the doctor agrees that you are likely to benefit from using a DAA, you can begin a 6-month DAA Service.</b></p> <p>Your doctor will give you a prescription for the DAA Service, with 25 repeats.</p> <p>The doctor may also provide you with a prescription for a Six-Month review.</p>
3	<p><b>Take the DAA prescription and your medicine prescriptions to your pharmacy. The Pharmacist will pack a DAA for you each week.</b></p> <p>Ask your pharmacist if you have any questions about the medicines or how they made you feel.</p> <p>If you are going to be away from home for a while, the Pharmacist can make up extra packs for you to take with you.</p>
4	<p><b>Near the end of your repeat prescriptions, your Pharmacist will conduct a Six-Month Review of your DAA use.</b></p> <p>If the doctor did not give you a Review Prescription when you started the DAA Service, you will need to obtain one.</p> <p>After the Review, a Report is sent to your doctor and if it shows that you are continuing to benefit from the DVA DAA Service, the doctor will give you :</p> <ol style="list-style-type: none"><li>1. a prescription for another 6-month DAA Service; and</li><li>2. a prescription for another Six-Month Review.</li></ol>

### Oral advice

While we make every effort to ensure that you are given accurate information, it is important that you seek written confirmation of oral information or advice before making any major decisions based on that information.

We continually strive to improve the level of service you receive and make this request as an added safeguard for you.

# Dose Administration Aid (DAA) Service, *continued*

## Other Factsheets

Other Factsheets related to this topic include:

- HSV59 *Eligibility for Repatriation Health Card – For All Conditions (Gold)*
- HSV61 *ProviVets – Repatriation Health Card – For Specific Conditions (White)*
- HSV69 *Repatriation Pharmaceutical Benefits Card (Orange Card)*
- HSV90 *Medication Reviews in the Community*
- HSV92 *Repatriation Pharmaceutical Benefits Scheme*
- HSV132 *Veterans' Pharmaceutical Reimbursement Scheme*
- IS160 *Overview of Cards Available to Veterans and Their Dependents*

## More information

All DVA Factsheets are available from DVA offices, and on the DVA website at [www.dva.gov.au](http://www.dva.gov.au).

If you need more information about this topic, contact the Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC) on 1300 556 906 or visit the DVA website at [www.dva.gov.au/health\\_and\\_wellbeing/self-management/DAA/Pages/index.aspx](http://www.dva.gov.au/health_and_wellbeing/self-management/DAA/Pages/index.aspx)

You can phone DVA for the cost\* of a local call on 133 254 or free call 1800 555 254 if you are outside a major city.

*Note:* \*Use a normal landline phone if you can. Mobile phone calls may cost you more. Local call rates vary depending on your phone service provider

You can send an email to DVA at: [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au).

You can get more help from any DVA office.